

consumable parts include at least photoconductor drums and photoconductor units.

35. An information processing apparatus which manages
5 information about users' equipment and is connected to a plurality of terminals via communications lines,

characterized in that said information processing apparatus comprises identifying means for identifying the equipment owned by a user based on information specific to
10 said user received from one of said terminals, and generation means for generating display screen information for displaying information about the equipment owned by the user identified by said identifying means.

36. The information processing apparatus according to Claim 35,

characterized in that said identifying means identifies consumables compatible with said equipment, and that said generation means generates display screen
20 information which contains information about identified consumables.

37. The information processing apparatus according to Claim 36,

25 characterized in that said generation means generates display screen information which contains collection

information for specifying whether to use a collection service for collecting identified consumables.

38. The information processing apparatus according to
5 Claim 37,

further comprising storage means for storing said collection information as collection flag information, characterized in that said generation means generates information for specifying whether to use the collection
10 service of consumables for said equipment according to collection flag information stored in said storage means.

39. The information processing apparatus according to Claim 35,
15 characterized in that said identifying means identifies price information for the identified equipment or identified consumables; and that said generation means includes said price information in the display screen information.

20 40. An information processing apparatus, characterized by comprising:

receiving means for receiving ordering information sent via the Internet; and
25 judgment means for judging, based on inventory information of the warehouse from which the goods identified by said ordering information can be transported

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in the shortest period corresponding to geographical information of the orderer identified by said ordering information received by said receiving means, whether said goods can be shipped from said warehouse.

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41. A collection method using an information processing apparatus which sends information to a terminal connected via a communications line,

characterized by comprising a sending step of sending,
10 to said terminal, display screen information which contains an input field for entering ordering information of goods and an input field for entering collection information as to whether said goods be collected.

42. A sales method using an information processing apparatus which manages information about users' equipment and is connected to a plurality of terminals via
15 communications lines,

characterized by comprising:
20 an identification step of identifying the equipment owned by a user based on information specific to said user received from one of said terminals; and

a generation step of generating display screen information for displaying information about the equipment
25 owned by the user identified in said identification step.